



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

June 1, 2018

Mr. Richard Born, CEO
Aetna Better Health
2400 Veterans Memorial Blvd, Suite 200
Kenner, LA 70062

Dear Rick:

RE: Notice of Action – Failure to Reprocess Claims in a Timely Manner

It has come to my attention that Aetna Better Health (ABH) has failed to reprocess and pay a claim with interest in a timely manner as required by the contract with LDH. This failure by ABH has resulted in an unpaid claim for \$825.00 that was submitted by Baton Rouge Neonatal Associates, Inc. for a January 9, 2018 date of service. On March 5, 2018, the provider informed LDH and ABH that the claim had been denied. The provider contacted LDH and ABH again on April 12, 2018 because the claim still had not been paid. On May 30, 2018, LDH received an email that the provider had filed a formal complaint because of the outstanding nonpayment.

The contract provides:

17.2.4 Claims Reprocessing

17.2.4.1. If the MCO or LDH or its subcontractors discover errors made by the MCO when a claim was adjudicated, the MCO shall make corrections and reprocess the claim within thirty (30) calendar days of discovery, or if circumstances exist that prevent the MCO from meeting this time frame, a specified date shall be approved by LDH. The MCO shall automatically recycle the impacted claims and shall not require the provider to resubmit the impacted claims.

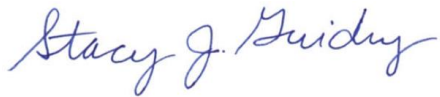
Failure to reprocess claims in a timely manner carries a monetary penalty of \$5,000 per calendar day of non-compliance. ABH has been out of compliance with the contract for

Mr. Born
June 1, 2018
Page 2

58 days. Notice is hereby given to ABH that, if it cannot demonstrate compliance and reprocess the claim and make payment with interest to the provider by **June 6, 2018**, penalties may be assessed in accordance with Section 20.3 of the contract.

Please do not hesitate to contact me if you have any questions.

Sincerely,



Stacy Guidry
Section Chief, Health Plan Management

SG/laj

cc: Mark Grippi
Whitney Martinez
Jen Steele
Kimberly Sullivan
Christina Wilson
AET2-14